



Alaska Alternate Assessment

Help Desk FAQs and Errata

April 2011

During the 2011 testing window, DRA’s Help Desk operator (Sevrina Tindal) answered seventy-seven inquiries from Alaska assessors in the Alternate Assessment. This represented thirteen issues.

Most of the Help Desk calls related to operational or procedural questions, and were answered quickly. Follow up assistance was provided as necessary. Four issues required corrections to the ak.k12tes.com site or to the test booklets. Those issues are highlighted in **bold** on the document “1011_AKHelpdeskLog-VF.xls” located on the Secure Server.

Issue	N
Data Entry	13
ELOS *	4
Login	3
Online Training	4
Proficiency Tests *	11
Registering on ak.k12test.com	18
Scoring *	1
Student Demographics	3
Test Administration	9
Training / Proficiency tests	2
Upgrade status	6
Writing Scoring	1

- **ELOS Issue**

Several assessors called or emailed the Help Desk around a specific question in applying the “Three task, Three minimum” rule in the standard administration prior to moving to the ELOS administration. The questions focused on those tasks with fewer than three items. These questions prompted a combined effort by DRA and EED to redefine and clarify the 3 X 3 rule where there are fewer than three items in a task.

- **Proficiency Tests errata**

Several questions were received regarding discrepancies in the proficiency tests, either between a test question and an answer, or between the written script and what the participant could hear through the test videos, or between the test answer and the explanations of answers. These discrepancies were corrected.

- **Scoring Writing errata**

Clarifying questions were received regarding the Writing Scoring samples. The guidance sheet was updated, posted to the ak.k12test.com web, and Assessors were informed of the changes.

- **Test Document errata**

Discrepancies were identified in the Math 7/8 and Reading 9/10 test documents. The discrepancies were corrected. Edited versions of the tests, as well as single pages of the corrections, were posted to the ak.k12tes.com site. Assessors were alerted to the discrepancies and instructed in downloading the corrected test or insert page.